

Title (en)  
SYSTEM AND METHOD FOR ENHANCED SKILLS BASED ROUTING

Title (de)  
SYSTEM UND METHODE ZUR AUF VERBESSERTEN VERMITTLUNGSEIGENSCHAFTEN BASIERTEN RUFLEITUNG

Title (fr)  
SYSTEME ET PROCEDE SERVANT A AMELIORER L'ACHEMINEMENT DE COMMUNICATIONS EN FONCTION DES COMPETENCES

Publication  
**EP 0993731 A1 20000419 (EN)**

Application  
**EP 98930265 A 19980616**

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Abstract (en)  
[origin: WO9900966A1] A method and system for providing enhanced skills based routing of telephone calls is provided. The enhanced skills based routing database. In a call center, an automated call distributor queries the skills based routing program for an appropriate agent console to service a received call. The skills based routing program determines the required product skills for the received call and determines the appropriate agent console to service the call. The determination of an appropriate agent console is based upon the proficiency system comprises a skills based routing program and a skills based routing agents for the required product skills. In one embodiment, the proficiency levels for the various agents are stored in a skills based routing database and retrieved as necessary. The proficiency levels of the agents can take into account efficiency and throughput as well as training on particular call center products.

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